Minutes of the Information Management Panel
Friday, May 23, 2003

Bruce called the meeting to order at 8:34 a.m.

Present: Supervisors Genia Bruce, Jim Behrend and Duane Paulson. **Absent:** Citizen Keith Pickens
Also Present: Information Systems Manager Michael Biagioli, Systems Technology Administrator Allen Mundt, Applications Development Administrator Wayne Naegele, End User Computing Administrator Dave Broker and Office Services Coordinator Windy Jicha.

Approval of Minutes February 21, 2003
MOTION: Behrend moved, Paulson second to approve the minutes of February 21, 2003. **Motion carried:** 3-0.

Future Meeting Dates
- There will be no June meeting.
- July 25
- August 22
- September 26
- November 21

Discuss the Storage Area Network Analysis of Storage
Mundt said they put out an RFP for a storage device to increase storage flexibility and to improve business continuity. The contract was signed and the first meeting with the vendor, VION, is set for next week Monday.

Biagioli said they are deciding what devices will be attached to the storage piece. They did an analysis of storage needs through out the county on the "M," "N," and "O" drives. These drives are backed up nightly. While doing the analysis, they found personal files stored to these drives. These files should not be stored on county drives. Because of these extra files, it was difficult to tell exactly how much storage is needed daily. He is going to send out a memo stating that only county business should be stored on county drives. There will be a grace period to allow people to clean up their files. A report will be run after the grace period which lists the types and sizes of files stored on each drive. This process should help IT decide how much storage they need.

Bruce said that she likes the idea of the memo alerting people to clean up their files.

Update on Communication Center Technology Implementation
Biagioli said they had to move the Communications Center 35 feet. Two weeks after the ground breaking, the dirt was scraped and the backhoe went into ooze so they had to move the building. He didn't know which direction the building was moved. There is a sample of the dispatcher station in room 370 of the Administration Building. This is also where Kay Kumbrier and Robert Tuma's offices are located. The sample shows the furniture that will be used in workstations. Dispatchers are able to vote on which work chair should be used at the center. Biagioli said they are currently evaluating telecommunication servers. The Protocol Committee is making good progress and should finish protocols by the end of summer. Biagioli said there is a problem with the Spillman software in regards to the address system in Waukesha County. Spillmann thought they understood the Waukesha County grid addressing system when they completed the RFP. Ninety percent of Waukesha County addresses work in the system. Don Ditmar identified thousands of addresses the system would duplicate if the technology were not changed. Spillman will modify their system

at their expense so it will work with Waukesha County addresses. They are fully committed to making this work. In two weeks, four people from Waukesha County are going to Spillman and do a trial run on the system using Waukesha County addresses. This is the first time Spillman has come across this type of address system and Spillman has laid out eight deliverables to ensure the system will accommodate the Waukesha County addresses. The county will pay for the airfare, lodging and transportation for the team to go on this extra trip. Biagioli said he thinks this will delay the project two to three months. He doesn't want to delay the project too much but the alternative, getting new bids and integrating two systems together, is very time expensive. Spillman wasn't the best choice of all companies that submitted RFPs. They came in at a reasonable price and were a good solution. The alternatives to the Spillman System are mind-boggling. He is comfortable with Spillman's commitment to make it work. Biagioli is in the process of getting quotes to the Cities of Delafield and Brookfield to convert their data to the Spillman System. These prices have been very high so he is looking for ways to convert the data for pennies on the dollar. He's asking the municipalities to carefully review what data needs to converted. He wants to offer them tools such as data analysis software to keep the migration at a low cost.

Biagioli said he signed a contract with SBC to create redundant landline entries into the building. Two routes will enter the building from opposite ends, one from the City of Waukesha Police Department and the other from the Pewaukee Police Department. This project will cost $54,000 plus additional fees plus the cost of the landlines for three years. The cost of land-based lines in the area will be increased to cover these costs. Construction continues to move forward.

Biagioli said the State of Wisconsin is evaluating phase two of cellular phone 911 calls. Phase two would fund all equipment, training and infrastructure costs the county would incur with cellular phone 911 calls. This technology would allow the dispatchers to identify the 911 cellular call locations if there is a locating chip in the phone. If a caller doesn't have this phone chip, triangulation would be used to find the caller. This program will be supported by 2005. The state wants to offset the cost by having only one PSAP per county. The county would decide who would get the funding. The county is waiting for the bill to pass before enacting phase two at the center because it will save money. The state will not provide refunds for work already completed. There will be a fee added to monthly cell phone bills to cover these costs. It is a zero cost component to provide this technology.

Update on Desktop Support for the Sheriff's Department
Broker said desktop support of the Sheriff's Department 200 plus PCs started in February and includes the support of all hardware and software. Lyndel Smith had previously supported these PCs but her expertise was needed at the Communications Center. The department has diverse needs and expectations. They are heavily into transition with the Justice Center, Metro Unit and the extraction of the CAD unit. There are many logistical support issues to deal with such as computers at substations around the county, seven-day per week, 24 hours a day support including coverage for three shifts, holidays and weekends. It was a challenge to put it all together and to understand the paramilitary command. The Sheriff's department staff hasn't learned to use the help desk but they are working on it.

State Protect Installation
Biagioli said he has come up with a business idea supported by Bucher, Dwyer and Finley. He is going to pay the state to take care of the data migration from IJIS system to the state system. He then doesn't have to worry about the transition if he pays them to finish the Protect system. He needs to reallocate funds in order for this plan to work.

Discuss the Technology Request Process for 2004

Biagioli said there were 58 projects requests submitted to County Executive's office. Three projects were denied, 13 projects will be completed in 2003, five projects were consolidated because of duplication and two were deferred until 2005. His department puts the projects through an analysis of risk versus reward and then presents this the Technology Steering Committee. They will complete all projects mandated by law and those important to grant funding. He is a full month behind in his analysis because so many projects came in to the process. He has no vote on the Technology Review Committee but does vote on the Technology Review Steering Committee.

Technology Leadership Council Update

Biagioli said the State of Wisconsin's IT is charged with trimming $40 million from the budget. The state CIO is going to the Joint Finance Committee to see if they can trim this amount over two years. Budget reductions have made the state receptive to accept counties and municipalities into the purchase of software. Biagioli has been appointed chair to the Applications Subcommittee by the Technology Leadership Council. He is the first non-state employee to be appointed to this committee and will spend a lot of time in Madison. He is pushing to have all counties set up on the same computer system, doing things the same way and with similar languages.

Update on the Microsoft Strategy (Linked to the State of WI Strategy)

Biagioli said they have to do something about the Microsoft Office Suite environment. Broker is doing an analysis to find alternative strategies to Microsoft. He is finding that the state is moving away from Microsoft.

Broker said 12 months ago Microsoft put together a new licensing package where groups could lease the software. When new releases of the software come out, you get the upgrade. Broker has looked at other options. One of the big factors in this decision is whether or not the state moves away from Microsoft. The last time we moved to Microsoft, the state didn't. This time he went to the state first but found they are in disarray and have lost a lot of staff members who were working on this project. The state is looking at some free alternatives and is currently testing these alternatives with the Department of Administration. The state doesn't expect all the employees to move to this new software. The hard part is trying to find out which version of Microsoft the state will eventually use. If Microsoft were rated a ten, then the alternative would be rated a two. Many people using the software don't buy all the software upgrades and jump or skip releases. This causes Microsoft to lose money when people don't buy all the releases. Microsoft has realized they are missing on a steady stream of income.

Updates on Major Projects

Replacement System for Tax Records and Listing-

Naegele said this replacement is slow. They had only three responses from vendors and two were way over budget. The last vendor, Easy Access, doesn't meet all of the county's needs. Purchasing is going to do a needs assessment and contact one of the over-priced vendors and ask them if they will lower their proposed price by $200,000. We can ask vendors to reduce their prices but it is up to them to decide if they want to take on the work. If this doesn't work, the next step is for Easy Access to complete an evaluation of our needs and put on a product demonstration. The treasurer is fine with the slow progress as long as it is done right. This project won't be ready for the next tax season.

Fiber Extension-

Mundt said the completion date for this project was the end of February. Completion was delayed due to weather and cable damage. The cable is being pulled out and replaced from the Mental Health Center to the

City of Waukesha Police Department because of cable damage. The company doing the job damaged the cable and they are responsible for fixing the damage at their cost. There is additional delay in the project due to the move of both the Communications Center and a drainage ditch in that area. The moves will cause additional delays but not additional costs. This is the last piece of the project to be completed. The fiber is partially underground and partially on poles. There is lower risk to fiber on poles versus underground but in some cases and according to city code, fiber has to be buried. Fiber is also buried underground in areas where there are no poles. Mundt will have the estimated completion date by next week.

Power Upgrade of Computer Room-
Mundt said the power upgrade to uninterrupted power supply to the computer room is 90% complete. The last part to complete is mounting the pre-wiring into the system. Depending on the risk, they may have to shut the room down completely. They want to make sure everything is safe and do not want to corrupt data or have fluttering electricity. They plan on making the cutover during a weekend in June and are checking with facilities on the final details. They are also doing a risk analysis to see what they can do to eliminate risks because they don't want to damage a disk or box. The shut down will affect Internet, internal networks, HVAC and state connections. Local connections and printing will still be up and running. They want the upgrade to be as transparent as possible. This will only happen every 10-20 years and feel that it is better to shut down the system than to corrupt it.

HIPAA-
Naegele said they are currently working for October 16 to be the compliance date of EDI [Electrical Date Interface] transactions. They brought in a consulting company to help them with these transactions and the transmissions they receive. The privacy and policy area of HIPAA is completed. Security has to be compliant in 2005. They want the consulting company to do an evaluation of the clearing houses based on cost and volume and then bring someone in to help with the software.

Mundt said they have two years to implement HIPAA. He believes that the final security rules will loosen somewhat from the guidelines found in the draft rules. We will find out in three to four weeks if the October 16 deadline will change.

Citrix Expansion Remote Access -
Biagioli said CITRIX substations are up and functioning. They are going through an analysis of one package they are interested in purchasing. The last part of this project will allow policing agencies to access the data system from a central area and save money. They are looking at standard users across the county and moving them to the CITRIX environment.

In absence of any objections, Bruce declared the meeting adjourned at 10:03 a.m.

Respectfully submitted,

Duane E. Paulson, Secretary
Information Management Panel